



# NHS Lanarkshire's Equality Strategy

2017-2021



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## 1. Foreword

NHS Lanarkshire is committed to providing an environment in which diversity is valued and encouraged, and to recognising the diverse needs of the patients and carers we serve and the staff we employ. We will continue to ensure there is equal access to opportunities and services for all and that everyone using our services, patients, carers and our staff are treated fairly, with dignity, equality and mutual respect.

This Strategy builds on previous work, recognising the new agendas and future challenges that NHS Lanarkshire faces and in so doing underpins NHS Lanarkshire's vision and plans going forward to provide safe, effective, person centred and sustainable services and be an employer of choice. The Strategy is about much more than just policies and procedures. It highlights the significance of our relationships with our service users, partners and staff in our pursuit of being an equitable, diverse and successful organisation and service.

We would like to reaffirm NHS Lanarkshire's commitment to working in partnership and building on the progress we have made to date. By improving the services we provide and enhancing the experiences of our service users and staff, we can make a difference and deliver improved outcomes for all.

Most importantly the Lanarkshire NHS Board would wish to recognise and acknowledge the tremendous support and engagement from all our partners, ranging from community groups/members, partner agencies and NHS Lanarkshire staff whose commitment and hard work supports the development and delivery of this work.



Neena Mahal  
NHS Lanarkshire Chair



Calum Campbell  
NHS Lanarkshire Chief Executive

## 2. Introduction

This Equality Strategy, published by NHS Lanarkshire, describes how as a Public Body, we fulfil our moral, social and legal obligations to put equality and diversity at the centre of all we do. It sets out the organisation's approach to equality and diversity; both as an employer and as a service provider. It explains and responds to the organisation's statutory duties to promote equality amongst groups of people who have specific protected characteristics, as defined by the Equality Act 2010.

In committing to meeting the diverse needs of our patients, service users and carers and staff we will use the principles outlined within the NHS Lanarkshire's healthcare strategy 'Achieving Excellence – A plan for person-centred, innovative healthcare to help Lanarkshire flourish' and our Organisational Values. The strategy looks to provide an understanding of how we will meet the diverse needs of the communities we serve. We recognise that in order to provide the best care and support, equality and diversity has to be embedded as a core principle.

We also aim to create an organisational culture where all staff, whatever their differences, feel valued and have a fair and equitable quality of working life. The advantages of valuing diversity can be fully achieved if they are incorporated into every aspect of our organisational goals and objectives. A great deal of work and good practice has been identified across NHS Lanarkshire and demonstrates how we continue to seek to remove inequality in all activities.



### 3. About Us:

#### 3.1 Our Values

NHS Lanarkshire's vision is to be the best healthcare provider by delivering excellent service for our patients, become the healthcare provider of choice by putting patients first, delivering efficient, safe and reliable services, enabling excellence, encouraging innovation, embracing learning, knowledge and change.

NHS Lanarkshire's Values underpin our services delivery and drive our behaviour when delivering care and dealing with colleagues; we ask our staff to respect and practice those values in their working lives. Our local values in NHS Lanarkshire are:

- Respect
- Fairness
- Quality
- Working Together

NHS Lanarkshire's values closely align to the NHS Scotland's values which are shared by all NHS staff throughout Scotland

- Care and Compassion
- Dignity and Respect
- Openness, Honesty and Responsibility
- Quality and Teamwork



### 3.2 Our Services

There are three district general hospitals in the area – University Hospital [Hairmyres](#), University Hospital [Monklands](#) and University Hospital [Wishaw General Hospital](#).



Each of these hospitals has an accident and emergency (A&E) department and provides a range of specialist medical and surgical services. [Maternity services](#) are based at Wishaw General Hospital.

Primary health care is provided in the community and includes general practitioners (GPs), dentists, pharmacists, health visitors and a wide range of health professionals. NHS Lanarkshire's primary care facilities include health centres and community and day hospitals. NHS Lanarkshire employs approximately 12,000 staff. Here in Lanarkshire, and indeed across Scotland, 2016 has brought a significant reform in the way health and social care services are provided. Integration is the expertise and resources of health and social care combined, shared, co-ordinated and planned jointly with other key partners including unpaid carers, the third and the independent sectors. The integration process will support people in North and South Lanarkshire to improve their own health and wellbeing as well as improving the quality and consistency of health and social care. This includes advice, support and services, especially for people with long term conditions and disabilities, many of whom are older people.

### 3.3 Our Population Profile

NHS Lanarkshire is responsible for improving the health of more than 654,490 people living within the North and South Lanarkshire local authority areas.

Lanarkshire has two Health and Social Care Partnerships (HSCPs) – North Lanarkshire and South Lanarkshire. The HSCPs cover the same geographical areas as North Lanarkshire Council and South Lanarkshire Council. There are ten localities within the HSCPs: six in North Lanarkshire (Airdrie, Bellshill, Coatbridge, Motherwell,



North and Wishaw), and four in South Lanarkshire (Cambuslang/Rutherglen, Clydesdale, East Kilbride and Hamilton).

### **Population Projections (2015)**

Population projections for Lanarkshire's future population are based on 2014 estimates, they show the population is expected to rise by 1% in the next 20 years from 2015. The largest increase in population is expected to be in those aged 75 and over of 30.4% by 2025, and 68.6% overall by 2035. This would result in 33,856 more people aged 75 and over in the next twenty years. The largest decrease in population is expected to be in the population aged 45-59 of 10.1% by 2025, and an overall decrease of 17.8% by 2035, resulting in 26,392 less people in the next twenty years.

### **Deprivation**

The Scottish Index of Multiple Deprivation 2016 (SIMD16) is used to identify areas in Scotland of poverty and inequality. It combines seven domains of deprivation: income, employment, education, health, access to services, crime and housing into a single index. SIMD16 divides Scotland into 6,976 small areas, called data zones, each containing around 760 people. The Index ranks each data zone, from 1 (most deprived) to 6,976 (least deprived). Most of North Lanarkshire's data zones are found in the more deprived deciles in SIMD16, whereas South Lanarkshire's data zones are distributed relatively evenly across the less deprived, middle, and more deprived deciles. Of the 1,046 data zones in the 15% most deprived data zones in Scotland, 104 (9.9%) are in North Lanarkshire and 62 (5.9%) are in South Lanarkshire. 23.3% of North Lanarkshire's 447 data zones and 14.4% of South Lanarkshire's 431 data zones are in the 15% most deprived data zones in Scotland. Further information on SIMD, can be found at

<http://www.gov.scot/Topics/Statistics/SIMD>.



### **Urban-rural classification**

The Scottish Government's most recently published Urban-Rural Classification 2013-14 (<http://www.gov.scot/Publications/2014/11/2763>) shows that 79.5% of Lanarkshire's population live in urban areas of 10,000 people or more, with only 9.9% of those in settlements of more than 125,000. A further 11.1% live in towns of 3–10,000 within a 30 minute-drive of an urban area, 8.5% live in accessible rural areas of less than 3,000 and within a 30-minute drive of an urban area, and the remaining 0.9% live in remote rural locations of less than 3,000, with more than 30 minutes drive to an urban area.

An update to this classification with current NHS Lanarkshire boundaries is due to be released by the Scottish Government late 2017.

## **4. NHS Lanarkshire's Equality Strategy 2017- 2021**

The Equality Strategy sets out our commitment to ensuring that Equality and Human Rights are taken into account in everything we do. This includes providing services, employing people, developing policies, and consulting with and involving people in our work, it will enable us to communicate and manage equality commitments, so ensuring that we:

- Maximise our contribution to reducing inequalities in people's health and promoting equality of access to, experience of and outcomes of healthcare
- Become a model employer in respect of equality in employment
- Meet our statutory duty and comply fully with current and future equality and human rights legislation
- Are accessible to all and recognise the need for a diverse workforce that is capable of understanding the needs and culture of its service users

### **What are our ambitions?**

We are ambitious to deliver our vision for health to the population we serve:

- To secure the best possible health and care services

- Developed in consultation with patients and the public, and in collaboration with health and social care professionals and partner organisations
- In primary care and community settings when possible, and in hospital when necessary to reduce health inequalities and improve health outcomes

**We will engage with:**

- Patients and service users
- Carers
- Community and voluntary groups
- NHS Lanarkshire staff members
- Local and National Statutory and Third Sector Partners



**How we developed this Strategy**

To inform the development and design of this Strategy, the NHS Lanarkshire Equality and Diversity Steering Group (which includes a cross section of representation from across the organisation) held a workshop to identify core areas of work to be addressed when looking at mainstreaming equalities into NHS Lanarkshire. The role of the group is to oversee the delivery of the strategy and publish annual updates on progress.

Whilst building on the range of good practice that already exists the Strategy also includes new areas of works and reflects current policies, local and national, to ensure our equality remain contemporary.

An important aspect of the new strategy is recognising that an intersectional approach is key in the design and delivery of any area of work. The following sections were identified to support new and existing work:

1. Strategy, Leadership and Governance
2. Communications
3. Community Engagement
4. Health Inequalities
5. Developing the Workforce
6. Accessing Services
7. Equality Outcomes

## 1. Strategy, Leadership and Governance

We recognise that there is a need to lead by example. In moving this area forward, NHS Lanarkshires Board and Corporate Management Team will provide clear leadership about the organisational vision and goals for equalities. Effective leadership and accountability are essential to ensure mainstreaming of equality into core business. We want to ensure that Equality, Diversity and Human Rights are woven into the way we plan and deliver healthcare services and into the way we treat our staff.

The Way NHS Lanarkshire Can Lead	Actions	Who is responsible
Leadership and Corporate responsibility for Equality, Diversity and Human Rights (EDHR)	NHS Lanarkshire Board shows its explicit commitment by approving and supporting the publication of the Equality Strategy 2017-2021	NHS Lanarkshire Board
	Annual updated reports on the Equality and Diversity strategy submitted to the Board and its relevant sub committees	
	Commitment to statutory compliance in our reporting and publications	
	Board members and senior leaders actively undertake learning and development in relation to equalities as a core part of their role	
	Ensure that papers that come before the Board and other major Committees identify equality-related impacts including risks, and say how these risks are to be managed	NHS Lanarkshire Board
	Equality and inclusion will be considered at all levels within the organisation to ensure that there is a clear and concise link between strategic thinking, function and service improvement.	
	Refreshed and strengthened approach to impact assessment.	Equality and Diversity

## 2. Communications

Good and inclusive communication lies at the heart of any competent and ambitious organisation and especially one which has committed to being open and accessible.

Insightful, creative and effective engagement with the public, key stakeholders and staff can raise awareness, shift attitudes and change behaviours.

It has the power to improve lives.

The Way NHS Lanarkshire Can Lead	Actions	Who is responsible
Looking to ensure NHS Lanarkshire resources are equality proofed.	Design of an equality visibility checklist for all printed and online resources to ensure all local communities are portrayed	Communications
NHS Lanarkshire will deliver improvement plans pertaining to the needs of British Sign Language (BSL) users to meet the requirements of the British Sign Language (Scotland) Act 2015	<p>Localisation of NHS Scotland British Sign Language Provision Improvement action plan to reflect the need and make-up NHSL Deaf population.</p> <p>Support members of the Deaf community to raise concerns, complaints and feedback in a more inclusive and accessible way.</p> <p>Introduction of Contact Scotland for Deaf service users to check support services. To support patients to contact with services</p>	Equality and Diversity
Know Who To Turn To (KWTTT)	Updating of the campaign and making the information in a range of formats/languages and easy read versions	Communications

The Way NHS Lanarkshire Can Lead	Actions	Who is responsible
	<p>Promotion of the information ensuring that hard to reach and vulnerable groups are actively targeted</p> <p>BSL videos in support of health campaigns</p> <p>BSL version to be made available NHSL public website</p>	
Review and re-draft of NHS Lanarkshire 2013-18 Communications Strategy	To develop and draft 2018/19 NHSL Communications Strategy	Communications
Introduction of sub-titling of videos and other spoken messages transmitted through NHSL Public website	Access to subtitled videos and other spoken messages to be publicised through a range of media outlets	Communications
NHS Lanarkshire will be applying the model of OASIS (Objective, Audience, Strategy, implementation and Scoring) in the delivery and designing of any communication plans.	<p>OASIS to be applied to all communications campaigns in NHS Lanarkshire</p> <p>OASIS ensures that any communications plans are bespoke and stakeholder centred, based on a range characteristics</p> <p>OASIS used to evidence consideration of the protected characteristic</p> <p>OASIS to inform continuous improvement and inclusiveness of NHS Lanarkshires internal and external communication plans.</p>	Communications

The Way NHS Lanarkshire Can Lead	Actions	Who is responsible
<p>Staff within NHS Lanarkshire has a diversity of needs when it comes to communications in the written form, particularly for staff with Dyslexia. Knowledge Services have been working in a number of areas to ensure that our libraries become Dyslexia friendly, including formal recognition of this status with the British Dyslexia Association.</p>	<p>Peruse formal recognition of dyslexia friendly library through British Dyslexia Association.</p> <p>Distribute dyslexia packs to all NHSL libraries.</p> <p>Highlight resources to staff.</p> <p>Arrange dyslexia education day in partnership with Unison and other relevant organisations.</p> <p>Develop ward/speciality specific packs supporting teams/patients with dyslexia.</p>	<p>Knowledge Services</p>



### 3. Community Engagement

#### “People at the Heart of our Approach’

*Achieving Excellence 2017*

We want our strategy to go beyond how we receive and act upon feedback, because we believe the voice of patients, service users, carers and wider public should be at the centre of our organisation. Engagement and feedback provides an important and useful barometer by which we may gauge patient experience and identify key areas for improvement.

The Way NHS Lanarkshire Can Lead	Actions	Who is responsible
Improve patient access and experience	<p>People’s complaints about services are handled respectfully and efficiently</p> <p>People are informed and supported to be as involved as they wish to be in decisions about their care</p> <p>Provide Complaint reports Patient surveys, Patient Opinion and Feedback reports to support change</p>	Patient Affairs and Complaints and Claims
NHS Lanarkshire continues to engage with community groups, group leaders and representatives	NHSL continues to engage with existing community groups, DEG, LEMAG, NHSL Public Reference Forum, VANL, Mix united and actively contacts new community groups and community leaders to maintain effective communication links	NHS Lanarkshire’s Public Reference Forum
Patient and public involvement activity is an integral and valued element of mainstream work, which leads to identifiable improvements	Engagement Action Plan Patient Reference Group attendance Continued support of Patient Participation Groups	Communications



<b>The Way NHS Lanarkshire Can Lead</b>	<b>Actions</b>	<b>Who is responsible</b>
<p>in services and facilities and a better experience for patients.</p> <p>Work with stakeholder organisations to develop and improve services</p>	<p>Evaluation of patient and public involvement informs future developments.</p> <p>Ensure staff at all levels understand the importance and benefits of actively involving patients and the wider public</p>	
<p>NHS Lanarkshire Public Reference Forum to support the carrying out a Wayfinding exercise to examine and address some of the barriers and issues faced by patients/carers and visitors disabled people when accessing NHSL sites.</p>	<p>Adaptation of national Wayfinding tool into an easy read/pictorial document</p> <p>Audit to be carried out between November 2017– January 2018 on NHS Lanarkshire 3 hospital sites in the Outpatient departments</p> <p>Engage and support a range of patients/carers to participate in the exercise</p> <p>Audit findings to be submitted to NHS Lanarkshire Public Reference forum for action</p>	<p>NHS Lanarkshire’s Public Reference Forum</p>
<p>NHS Lanarkshire Keep Well (KW) in partnership working with health, local authority, Police Scotland, the 3<sup>rd</sup> and independent sector to identify and engage with people who may be at risk of developing health issues due to health inequality and who predominately live in areas of deprivation</p>	<p>Outreach clinics held in a variety of accessible venues and at times suitable to the service users to promote engagement</p> <p>KW will record the number people who attend for a health check and who may be at risk of poor health who live in areas of deprivation.</p>	<p>Health Improvement</p>

The Way NHS Lanarkshire Can Lead	Actions	Who is responsible
NHS Lanarkshire to work with and alongside Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) communities/ Third sector partners as part of the LGBTI development group	<p>NHS Lanarkshire to fund work that engages with LGBTI communities and supports the LGBTI development group.</p> <p>Work with third sector partners in recognising emerging minorities and engage in a meaningful way – two way dialogue</p>	Health Improvement
NHS Lanarkshire to be seen as working with and alongside Faith and Belief Communities in delivery of services to their members	Engage with representatives from across the spectrum of Faith and Belief Communities of Lanarkshire within the Spiritual Care Advisory Forum	Spiritual Care and Wellbeing
Introduction of the Realistic Healthcare tool of '5 Questions' to engage patients and practitioners in meaningful and informed discussion about making choices and decisions about their health and wellbeing.	<p>Design of the 5 Questions tools</p> <p>Piloting and evaluate the 5 Questions across a number of NHS Lanarkshire services settings.</p> <p>Mainstream 5 Questions across all NHS Lanarkshire services.</p>	NHS Lanarkshire; Medical Directorate Public Health Equality and Diversity
Monklands replacement/ refurbishment project Outline Business Case (OBC)	Ensure public involvement in the development of OBC between 2018-2019 Options appraisal events with stakeholders held in 2018 which inform the OBC	Strategic Planning and Performance

## 4. Health Inequalities: Effective Partnership work with communities, other sectors, national and local partners to help reduce health inequalities.

Health inequalities are the unfair and avoidable differences in people's health across social groups and between different population groups. All People have a right to good health and to have fair and equal access to the conditions that support good health.

Working in partnership nationally and locally in developing programmes and initiative to prevent illness and disease and reduce health inequality is fundamental to the delivery of health improvement.

The Way NHS Lanarkshire Can Lead	Actions	Who is responsible
<p><b>Health and Homeless</b> Tackling and preventing homelessness so to reducing health inequalities.</p>	<p>Introduce routine enquiry on housing provision for NHS and social work staff.</p> <p>Ensure parents of children who present as homeless have access to a varied menu of parenting support.</p> <p>Explore the routes between acute and primary care based health services and housing services for those with complex housing needs.</p> <p>Review options to promote access to universal health screening services for homeless people.</p> <p>Explore ways to reduce the DNA rates across NHS services.</p> <p>Establish and evaluate pathways between housing and health services to prevent vulnerable women at risk</p>	Public Health

The Way NHS Lanarkshire Can Lead	Actions	Who is responsible
	of homelessness booking late	
<p><b>Financial Inclusion and Poverty</b> There is extensive evidence demonstrating that financial poverty has a detrimental impact on health and many other social outcomes, such as education and employment.</p>	<p>Raise awareness of the effects of poverty and financial exclusion amongst staff and service users.</p> <p>Work with partners to deliver action plans on:</p> <p>Fuel Poverty, Digital Inclusion, Challenging Stigma, Food and essential goods, Money and employability.</p> <p>Financial advice services within health care settings.</p>	Public Health
<p><b>Tackling Health Inequality through Health Improvement</b> The development of programmes and local initiative to prevent illness and disease and reduce health inequality is fundamental to the delivery of health improvement.</p>	<p>Deliver a range of programmes and initiatives targeting identified areas of health need in relation to life circumstances, lifestyles and vulnerable demographic groups.</p> <p>Gather and share information on health improvement initiative being delivered to achieve equality and address the health improvement needs of diverse groups within Lanarkshire.</p>	Public Health
<p><b>Mental Health</b> Mental health problems are common and often stigmatised. Delivering Mental Health First Aid courses to wide spectrum of the people and communities, it supports</p>	<p>Delivery of a number of accredited Mental Health First Aid courses annually to:</p> <ul style="list-style-type: none"> <li>- NHS Lanarkshire staff</li> <li>- Statutory partner</li> </ul>	Equality and Diversity

The Way NHS Lanarkshire Can Lead	Actions	Who is responsible
changes in attitudes, behaviours and culture, this reducing the stigma.	<ul style="list-style-type: none"> <li>- Third Sector and</li> <li>- Private Sector</li> </ul>	
<p><b>Building Resilient Communities</b>            By working in partnership with Faith and Belief Communities, find ways to foster 'bridges' between NHSL and these communities to provide community support to Lanarkshire citizens after significant events</p>	<p>Build links with Faith and Belief Communities to support individuals or families following bereavement, etc.</p>	<p>Spiritual Care and Wellbeing</p>



## 5. Developing the Workforce

‘Staff who are valued and treated well improve patient care and overall performance. The ‘Everyone Matters – 2020 Workforce Vision’ recognises the vital role of the workforce in responding to the challenges that NHS Scotland faces.’

Scottish Government ‘Everyone Matters – 2020 workforce vision’

The Way NHS Lanarkshire Can Lead	Actions	Who is responsible
NHS Lanarkshire is committed to equal pay for work of equal value and expects employers to use equal pay audits to help fulfil their legal obligations	Agenda for Change evidence Equal pay Audits	Human Resources
NHS Lanarkshire policies and procedures to be reviewed, updated as and when required. Promotion of existing and new policies and ensuring they are accessible to staff. All policies reviewed, updated or written are Equality & Diversity Impact Assessed (EDIA)	Maintain library of employment policies and procedures.  Scheduled review of EDIA as an integral component of policy compilation and review	Human Resources
Improve the collection of data in relation to ethnicity, religion/belief, disability, gender and sexual orientation to have an accurate profile of our workforce in order to ensure our policies and procedures reflect the makeup of our staff communities.	Ensure staff are supported to understand the need to collect data, in an appropriate, sensitive and informative way  Ensure the NHS national EESS system supports and facilitates the population of equalities data	Human Resources
iMatter is a continuous improvement cycle which aims to support all NHS organisations in Scotland	All staff invited to participate annually in an i-Matter process	Organisational Development

The Way NHS Lanarkshire Can Lead	Actions	Who is responsible
<p>to work towards continuously improving organisational culture within their organisation.</p> <p>There are many examples of how iMatter is being used successfully to improve Staff Experience in the organisation with teams working together to agree action plans based on areas they feel they can jointly work on to influence improved engagement.</p>	<p>Teams agree localised action plans to drive improvement where identified</p> <p>Actions 1 &amp; 2 to drive the development of a Board action plan around engagement</p>	
<p>NHS Scotland national staff Dignity at Work Survey to achieve an effective and meaningful measure of staff experience. The survey will give you the opportunity to tell us about subjects which are not directly addressed through iMatter: bullying and harassment, discrimination, abuse and violence from patients and public, resourcing, whistleblowing.</p>	<p>The Annual survey for 2017 will run from 6<sup>th</sup> November until 5 pm on the 27<sup>th</sup> November 2017. The national Dignity at Work survey results will be published along with the national in February 2018 to offer a complete overview of Staff Experience</p>	Human Resources
<p>Training and development opportunities are taken up and positively evaluated by all staff.</p>	<p>NHS Staff Surveys, local NHS workforce data and surveys. Data on take up and evaluation of local training and development</p>	Human Resources
<p>Provide information that helps foster a better understanding of, and reduces any discrimination towards, the culture and needs of patients and carers from different Faith</p>	<p>Publish regular awareness bulletins for staff highlighting significant feasts and seasons for different Faith and Belief Communities</p>	Spiritual Care and Wellbeing



**The Way NHS Lanarkshire Can Lead**

**Actions**

**Who is responsible**

and Belief Communities

**6. Accessing Services**

We aim to promote equality by ensuring the services we provide are accessible to all, by creating an accessible and inclusive environment for anyone who accesses, uses or work in our buildings be it service users, carers, visitors or staff

Good Health Literacy is central to understanding the range of information that patients/carers are exposed to when accessing healthcare facilities. Health literacy is not related to normal literacy levels and can affect anyone at any point within the healthcare journey.

**The Way NHS Lanarkshire Can Lead**

**Actions**

**Who is responsible**

Embedding health literacy when developing our buildings, our signage, and letters for appointments and instructions for taking medicine, to support and lead to better patient/s and carers experiences when accessing our services.

Discuss/develop proposal to look at signage through relevant teams

Knowledge Services

Ensure access to appropriate safe spaces and resources that allow all patients, carers, staff and visitors to have a place for reflection and peace.

Carry out a review of the various sanctuaries and quiet rooms across NHSL to ensure they are accessible and fit for purpose

Spiritual Care and Wellbeing

## 7. Equality Outcomes

NHS Lanarkshire's Equality Outcomes (Appendix1) demonstrate how we intend to meet one or more of the three of the general duties. Equality Outcomes have been proposed on the basis that they are short to medium term (2 – 4 years).

An annual report on progress is prepared and submitted to NHS Lanarkshire:

- Equality and Diversity Steering Group
- Staff Governance Committee
- Healthcare Quality Assurance and Improvement Committee

The Way NHS Lanarkshire Can Lead	Actions	Who is responsible
Identify and agree NHS Lanarkshire's 2017-2021 Equality Outcomes	Identified Equality Outcomes published by April 2017	Equality and Diversity
Annual reporting on progress of NHS Lanarkshire Equality Outcomes, in NHS Lanarkshire annual Equality and Diversity report.	Annual Publication of progress of the Equality Outcomes in NHS Lanarkshires Annual Equality and Diversity report.	Equality and Diversity



## Conclusion

In this Strategy we hope to demonstrate that Equality is not an add-on, but an integral part of the work of NHS Lanarkshire; we have shown our on-going commitment by leadership and staff as advocates for change. We will continue to make systematic and targeted changes that make a real difference.

In this Strategy we want to demonstrate that we are proactive and have a strong commitment to improving and changing the experiences of our patients, service users and carers we serve and the staff we employ in a meaningful and inclusive way. It identifies that there is still more work done which will continue to inform our on-going work programme for 2017 – 2021.

Consequently NHS Lanarkshire will strive to ensure that all unnecessary barriers to delivery of the equality and diversity agenda are removed in order to create fair and equitable service, work and learning environments.





## NHS Lanarkshire Equality Outcomes 2017-2021

### Introduction

The Equality Act 2010 stipulates that all Health Boards across NHS Scotland (as are all public bodies) are required to produce and deliver a set of equality outcomes to further one or more of the three needs of the Public Sector Equality Duty (PSED/also know as General Duty). The PSED requires Scottish public authorities to pay 'due regard' to the need to:

- Eliminate unlawful discrimination, harassment and victimisation
- Advance equality of opportunity
- Foster good relations between people.

The General Duty is supported by Specific Duties, set out in regulation, which came into force on 27 May 2012. The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 came into force on 27 May 2012.

### What is an Equality Outcome?

Equality outcomes are results intended to achieve specific and identifiable improvements in people's life chances. These changes may be for individuals, groups, families, services or communities, they can relate to changes in behaviour, decision-making, attitudes, or better awareness.

So in practice it is helpful to think of equality outcomes as changes that specifically improve people's life chances. These changes may be for individuals, groups, families, services or communities, they can relate to changes in behaviour, decision-making, attitudes, or better awareness.

### How did we choose our Outcomes?

This is NHS Lanarkshire's second set of Equality Outcomes; we originally published our first set in 2013. These have now have been completed and published in NHS Lanarkshire's Equalities mainstreaming report 2013-2017 see link:

<http://www.nhslanarkshire.org.uk/About/equality-and-diversity/Pages/Equality-Diversity.aspx>

During 2016, NHS Lanarkshire's Equality and Diversity Steering Group identified and discussed potential outcome areas where both local and national evidence supported the need for additional work, to ensure better inclusion.

The group looked at community involvement information, reports undertaken by community groups on areas of concern and other general issues, customer complaints, local and national evidence and current projects that were being delivered in NHS Lanarkshire.

After identifying potential development areas we approached lead clinical and general managers and invited them to submit potential outcomes along with:

- Any supporting evidence and data
- The impact that the proposed outcome was going to have on one or more of the protected characteristics
- How work in this area would improve the experience of service users
- Potential measurements and actions to show direct long and short term impact
- Evidence of recent involvement and consultation with the target groups

All of the above were considered and informed the choice of the final outcomes selected. As the work developed, consultation on the draft outcomes took place with a variety of groups. The groups reflected the target population of the proposed outcomes and the relevant reporting committees within NHS Lanarkshire: Staff Governance and Healthcare Quality Assurance and Improvement committees, Human Resources Forum and the Corporate Management Team.

### **Finalising Our Equality Outcomes**

NHS Lanarkshire consulted on the final draft of our proposed outcomes for a four week period. Action plans have been aligned to existing priorities and service delivery plans. In addition appropriate measures have been identified to allow us to track and measure progress over the next four years.

## Equality Outcomes 2017 – 2021

The following are NHS Lanarkshire's agreed Equality Outcomes for 2017-21. These outcomes will support the existing work programme being progressed.

**Equality Outcome 1:** To reduce the number of children born with Fetal Alcohol Spectrum Disorder (FASD) by:

- Raising awareness of the dangers of drinking alcohol in pregnancy and
- Developing a pathway to support prevention, diagnosis and on-going management of children at risk of Foetal Alcohol Spectrum Disorder

**Equality Outcome 2:** To support carers to look after their own physical and mental health through Keep Well's Initiative for Carers and the development and delivery of bespoke holistic health checks.

**Equality Outcome 3:** Easy Read Information: people with learning disabilities and other vulnerable groups will be supported to make informed decisions about their health and well-being through the:

- Development and mainstreaming of resources on various health topics
- Creation of an online information catalogue for service users, carers and staff

**Equality Outcome 4:** Members of the Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) community will access a broader range of services more practically through:

- An increased awareness of mental health service provision
- Experiencing informed and sensitive healthcare responses.

**Equality Outcome 5:** The Syrian Refugee Resettlement communities will experience easier and more informed access to services within Lanarkshire through:

- Increased awareness of social care provision
- The delivery of informed and sensitive healthcare

**Equality Outcome 6:** A holistic approach will be taken to support NHS Lanarkshire staff members with mental health related conditions to return to work after absence, through the application of a psycho-social model which helps staff to:

- Explore the range of contributing factors that affect their mental health and wellbeing at personal, professional and environment levels
- Design supportive techniques/interventions to manage their current condition
- Work together to look at practical solutions to address any factors that are adversely impacting their overall wellbeing

Full document available at:

<http://www.nhslanarkshire.org.uk/About/equality-and-diversity/Pages/Equality-Diversity.aspx>